Attendee FAQs

Thank you for participating in the 2021 Inspiring Choices Conference. We have created this guide which we hope will answer any questions you might have and help you to get the most out of the conference.

Please read the below in advance of the event, and if you have any further questions, either email events@ucas.ac.uk or visit the helpdesk on the platform.

What are the event timings?

- You can log in and update your personal profile from Monday 26 June.
- You can log in and view the agenda from 08:00 on Friday 2 July.
- The live conference programme takes place from 09:45 to 15:50 on Friday 2 July.
- The event content will be available on-demand from Tuesday 6 July until Monday 2 August. On-demand content includes session recordings to view, plus downloadable presentations and handouts, and videos sent by higher education providers.

How can I make the most of the conference?

- Use Google Chrome to access the event – this is essential to get the best experience.
- Log in and add the detail to your personal profile from Monday 26 June.
- Plan the sessions you want to attend by having a look at the agenda here and add them to your personal agenda from 08:00 on Friday 2 July – so you don't miss that important session when it starts.
- Think of some questions you would like to ask the speakers. Jot them down and have this with you during the event, then make sure you ask! You can do this via the text chat within the session.
- Join in the conversations. The Networking Area will have polls and discussion topics related to the conference content.
- Start conversations. The platform allows you to search for colleagues and peers that you might normally catch up with at a physical conference. To do this, go to the 'Who's here' icon on the top right menu. You can search for specific people or filter by organisation type, attendee type or county.
- All of the content (session recordings, presentations and handouts) will be available on-demand for 30 days after the event, from 6 July to 2 August. So please make sure you take advantage of this to view all of the sessions you didn't get chance to on the day.

How do I log in?

You will receive two emails from us with links to the platform, the first a week before, asking you to sign in and create your personal profile in advance of the event being live, and the second the day before.

If you experience any issues please test your connection. Please use this link to test your audio and video is working fully so that you can participate in video meetings and live content https://embed.archiebot.com/connection-tester

Please ensure all other applications/apps are closed on your mobile/PC which may use camera or audio e.g. Teams, Google Hangout, Zoom, Facebook messenger etc. Any other product with video or audio may stop you being able to hear or see the live content.

How do I create my personal profile?

Please note that, until Friday 2 July, you will only be able to access your personal profile - this is your own personal hub where you can set your profile, view/download any resources you have collected, and see what connections you have made during the event.

Here you can:

- Add a profile photo
- Provide a short description of yourself
- Update personal details
- Set privacy settings

Complete your profile before 2 July to enhance your experience with speakers and other delegates during the event.

What happens in each area of the event platform?

Lobby

This is the central hub of the conference. This is where you will first enter the platform and be greeted with a message from Louise Evans, Head of Operations Transition at UCAS, and the conference host.

From here you can follow the direction signs to the different areas of the event – Agenda, Networking area, Conference rooms, Resource centre, and Help desk.

Agenda

This displays the complete programme of sessions in time order so you can choose which sessions you would like to attend.
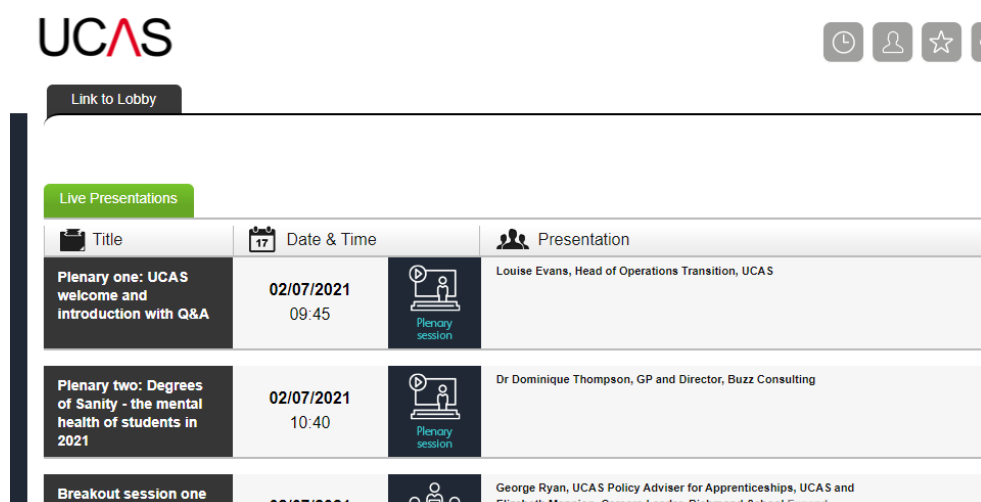
Networking area

Here you can get involved in discussions on specific topics or simply connect with other delegates or speakers.

We all know that networking is one of the main things you miss from being at a physical conference, so make the most of this experience and join in!

Please note that networking in this area is public. If you would like to message someone privately, go to 'Who's here' or your profile (more on that later).

Conference rooms

This will link to all of the sessions happening at the event, in time order. You will see a 'Live Presentations' tab. This will take you to the live content on the day. An 'On Demand' tab will be added on 6 July, which will take you to the on demand content. This will remain on the platform until 2 August.

Resource centre

Here there will be a conference attendee list and any speaker handouts as well as resources from higher education providers.

Help desk

If you have any queries at all about the event, please visit the Help desk. Queries could be about content, navigating around the event or technical queries. During the opening hours of the event (08:00 – 18:00 on Friday 2 July) the UCAS Events Team will be on hand to help you. If you have any queries outside of these hours it may take a little longer for us to respond, or you could email events@ucas.ac.uk.

What are the icons on the top right menu?

Agenda (clock icon)
This allows you to personalise your agenda so you know which sessions you want to attend (simply click on 'Add to my agenda'). You will receive a notification when each session starts.

Who's here (person)
This feature allows you to see everyone attending the event. You can use this to search for colleagues, other delegates or speakers, and click through to individual profiles – from here you can message people privately and network outside of the Networking area.
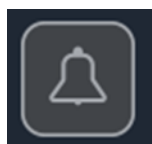
Event bag (star)
This is where you will find all the information you have collected throughout the event, in one place. From here you can view all of the content or download it to your device to read later. Any content that UCAS or sponsors have shared with you will appear in the 'Sponsored Items' area.

Settings (cog)
Here you can access your profile, privacy policy, and log out of the platform.

What does the bell mean?

The bell icon on the bottom right of your screen lets you know when you have a message, or someone has replied to a comment you have made.
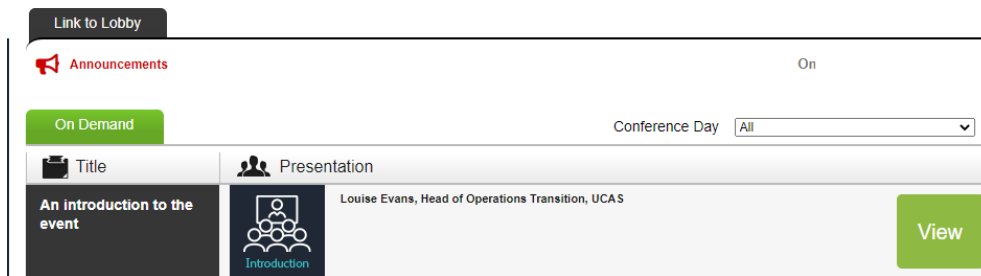

What will the on demand content consist of and how do I access it?
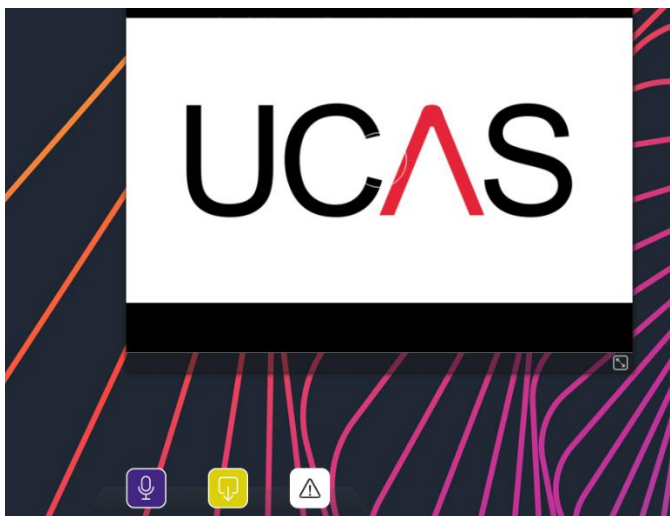
On demand content available after the event will consist of recordings of all of the sessions, plus downloadable presentations and speaker handouts, and videos sent .

This information will be available from Tuesday 6 July until Monday 2 August, so that you can see the sessions that you missed on the day.

To access on demand content, go on to the platform (from Tuesday 6 July) and click on Conference Rooms from the Lobby. Go to the 'On Demand tab' and then click on 'View' next to the session you are interested in.

You can then either click on the recording, or go to the yellow download button to see the available presentation or handouts.

How do I report an incident?

Your safeguarding is very important to us. If you experience any inappropriate behaviour during video or text chat, please email events@ucas.ac.uk.